

Department of Social and Health Services

DP Code/Title: M2-NE Workload Changes

Agency Wide

There are 2 Programs in this DP

Budget Period: 2001-03 Version: 22 2001-03 1st Sup Agency Request

Recommendation Summary Text:

Program(s): 050

Standard workload driven staffing requests for Aging and Adult Services Administration (AASA) are based on calculations performed by a staffing model that takes items such as caseload changes, growth in community residential facilities, and the amount of time needed to complete various activities into account. During the initial budget process for the 2001-03 Biennium, many of these assumptions were changed by legislative staff, resulting in funding of significantly fewer FTEs than AASA requested. The result is fewer staff than are needed to meet workload demands, particularly for Adult Protective Services (APS) activities and for Adult Family Homes (AFH) and Boarding Homes (BH) licensing activities. This request would restore FTE levels to AASA's original request for these areas.

Fiscal Detail:

Operating Expenditures

	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
001-1 General Fund - Basic Account-State	1,072,000	1,121,000	2,193,000
001-7 General Fund - Basic Account-Private/Local	94,000	200,000	294,000
001-C General Fund - Basic Account-DSHS Medicaid Federa	1,093,000	1,243,000	2,336,000
Total Cost	2,259,000	2,564,000	4,823,000

Staffing

	<u>FY 1</u>	<u>FY 2</u>	<u>Annual Avg</u>
Agency FTEs	28.2	34.0	31.1

Package Description:

Program(s): 050

For Home and Community Services:

Restoring the AASA assumptions for the number of hours needed to complete APS investigations for vulnerable adults would result in the addition of 19.7 FTEs in Fiscal Year 2002 and 19.9 FTEs in Fiscal Year 2003. Based on field staff input, AASA concluded that to adequately and completely investigate an APS case in accordance with WAC and RCW would take an average of 14.3 hours. This average was used to build the department's staffing model. The 2001-03 Biennial Budget, however, funded investigations at 12.8 hours, based on the historical average. The difficulty with this methodology is that history includes incomplete staff work and using the historical average as the base perpetuates that situation. Actual staffing levels have not fully met the needs and demands of completing APS investigations. The inability to complete cases is a measurable example of the discrepancy between the budgeted hours and the actual hours needed, as cases cause the least vulnerability to clients, and some activities have to be left out due to lack of time. An indication of the inadequacy of current staffing levels can be seen in the difference between the total number of new cases investigated and the number of cases closed during Fiscal Year 2001. The total number of new cases was 8,137; the number closed was 5,930. However, what isn't clearly measurable is what else is being left out due to the lack of time available to complete staff work. The department is concerned about the developing situation and possible harm to APS clients. Adequate staffing levels are necessary to ensure protection of vulnerable adults who may be being abused.

For Residential Care Services (RCS):

In order for an AFH or a BH to obtain a license, state staff must complete paper and on-site licensing processes. The growth in AFH and BH are therefore restricted by the availability of state staff to perform the licensing activities for applicants. Currently state staff are unable to complete the mandatory quality assurance activities such as complaint investigation and also license new homes at a rate that allows growth in the industry. This lack of staffing has resulted in about 300 unprocessed applications, significantly reducing consumer access to this less costly and more preferred community resource. This package will provide adequate FTEs to respond to new application requests, and to monitor the

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quality of care in the new homes that are brought on line. The anticipated growth rate of 5 percent for AFH and 12 percent for BH will be realized if the requested additional staff is provided to process the backlog in demand for homes wanting to be licensed.

Narrative Justification and Impact Statement

How contributes to strategic plan:

Program(s): 050

The decision package supports the AASA goal of: Providing Public Value, Addressing Client and Family Needs.

The decision package supports the agency balanced scorecard goals pertaining to Client Health and Safety. The staff are needed to monitor that people are safe from abuse/neglect, to help clients maintain or improve their health, and to help clients maintain maximum independence.

Access to AFH and BH meets two department goals, fiscal accountability and services that enable self-sufficiency and independence. Persons who are able to receive their care in an AFH or BH are able to avoid other more costly and more institutionalized care settings. They are often able to remain in their own neighborhood and to continue participating to some degree in their community. In addition, this preferred long-term care option is less expensive than other options such as nursing homes.

Performance Measure Detail

Program: 050

Goal: 02E Address Client and Family Needs

Incremental Changes

FY 1

FY 2

No measures submitted for package

Reason for change:

Program(s): 050

Maintaining adequate staffing levels is vital to the protection of vulnerable adults in Washington State. Current APS staffing levels are at a bare minimum for meeting the need. Short cuts are often necessary to keep up with workload demands. It is not possible to continuously provide the high level of service expected of APS worker under these conditions.

There is a backlog of applications from persons wanting to become licensed AFHs and BHs. There are not enough state staff members to complete the licensing process of these applications. Without additional staff to process applications and meet the obligations related to monitoring the quality of care in the newly licensed homes, the number of AFH and BH in this state will remain stagnant.

Impact on clients and services:

Program(s): 050

Fully funding the workload change for APS will provide sufficient staffing to do thorough investigations and provide protection for the state's vulnerable adults. Funding this package will allow new AFH and BH to open, which will provide housing and service options for clients and the general public.

Impact on other state programs:

Program(s): 050

Not applicable

Relationship to capital budget:

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Program(s): 050
None

Required changes to existing RCW, WAC, contract, or plan:

Program(s): 050
None

Alternatives explored by agency:

Program(s): 050
There is no alternative to using state staff services in the licensing process. Work reassignments and efficiencies have been developed and applied previously, and these have allowed the number of new homes being licensed to keep pace with homes that are closing. However, growth has not been met and the number of available beds is now limited.

Budget impacts in future biennia:

Program(s): 050
This request is caseload driven. The number of APS case workers required in the future will be based on increased or decreased numbers of APS complaints.

Distinction between one-time and ongoing costs:

Program(s): 050
All costs are ongoing.

Effects of non-funding:

Program(s): 050
Without appropriate numbers of APS case workers, there is a risk that clients will not receive appropriate or cost effective services, and the safety of clients may be at risk.

If this request is not funded there will be several hundred AFHs and BHs that will not be licensed in this biennium. This will restrict the state's ability to use AFH and BH beds as less expensive and more preferred placements.

Expenditure Calculations and Assumptions:

Program(s): 050
See attachment - AASA M2-NE Workload Changes.xls

Assumptions:

The request for BH FTEs of 3.4 for Fiscal Year 2002 and 7.4 for Fiscal Year 2003 based on an estimate of 571 homes for Fiscal Year 2002 and 640 homes for Fiscal Year 2003. FTE cost was calculated using actual salary and benefits and standard per FTE cost for other objects.

The request for AFH FTEs of 3.9 for Fiscal Year 2002 and 5.9 for Fiscal Year 2003 based on an estimate of 2,307 homes for Fiscal Year 2002 and 2,422 homes for Fiscal year 2003. FTE cost was calculated using actual salary and benefits and standard per FTE cost for other objects.

Home and Community Services Total:

The 19.7 FTEs for Fiscal Year 2002 and 19.9 FTEs for Fiscal Year 2003 came from the difference between 14.3 hours for APS vs 12.7 hours for assumed in the legislature model.

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<u>Object Detail</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Overall Funding			
A Salaries And Wages	1,362,000	1,684,000	3,046,000
B Employee Benefits	325,000	404,000	729,000
E Goods And Services	523,000	409,000	932,000
G Travel	49,000	67,000	116,000
Total Objects	2,259,000	2,564,000	4,823,000

DSHS Source Code Detail

<u>Overall Funding</u>	<u>FY 1</u>	<u>FY 2</u>	<u>Total</u>
Fund 001-1, General Fund - Basic Account-State			
Sources Title			
0011 General Fund State	1,072,000	1,121,000	2,193,000
Total for Fund 001-1	1,072,000	1,121,000	2,193,000
Fund 001-7, General Fund - Basic Account-Private/Local			
Sources Title			
5417 Contributions & Grants	94,000	200,000	294,000
Total for Fund 001-7	94,000	200,000	294,000
Fund 001-C, General Fund - Basic Account-DSHS Medicaid Federa			
Sources Title			
19UL Title XIX Admin (50%)	1,093,000	1,243,000	2,336,000
Total for Fund 001-C	1,093,000	1,243,000	2,336,000
Total Overall Funding	2,259,000	2,564,000	4,823,000

Funding Totals by Program

Dollars in Thousands

<u>Program</u>	<u>FTE's</u>		<u>GF-State</u>		<u>Total Funds</u>	
	<u>FY 1</u>	<u>FY 2</u>	<u>FY 1</u>	<u>FY 2</u>	<u>FY 1</u>	<u>FY 2</u>
050 Long Term Care Services	28.2	34.0	1,072	1,121	2,259	2,564
150 Info Sys Svcs Div	0.0	0.0	0	0	0	0
Grand Total:	28.2	34.0	1,072	1,121	2,259	2,564

Supplemental 2002 M2-NE Workload Changes

Boarding Homes						
	FTE'S		TOTAL	GF-State	GF-Federal	Local
FY 02	2.8		\$ 248,000	\$ 32,000	\$ 122,000	\$ 94,000
FY 03	6.6		\$ 524,000	\$ 67,000	\$ 257,000	\$ 200,000
Adult Family Homes						
	FTE'S		TOTAL	GF-State	GF-Federal	Local
FY 02	3.9		\$ 318,000	\$ 160,000	\$ 158,000	\$ -
FY 03	5.9		\$ 448,000	\$ 226,000	\$ 222,000	\$ -
Residential Care Services Total						
	FTE'S		TOTAL	GF-State	GF-Federal	Local
FY 02	6.7		\$ 566,000	\$ 192,000	\$ 280,000	\$ 94,000
FY 03	12.5		\$ 972,000	\$ 293,000	\$ 479,000	\$ 200,000
Home and Community Services Total						
	FTE'S		TOTAL	GF-State	GF-Federal	Local
FY 02	21.4		\$ 1,693,000	\$ 880,000	\$ 813,000	\$ -
FY 03	21.8		\$ 1,592,000	\$ 828,000	\$ 764,000	\$ -
Total Decision Package			Total	GF-State	GF-Federal	Local
FY 02	28.1		\$ 2,259,000	\$ 1,072,000	\$ 1,093,000	\$ 94,000
FY 03	34.3		\$ 2,564,000	\$ 1,121,000	\$ 1,243,000	\$ 200,000
BN	31.2		\$ 4,823,000	\$ 2,193,000	\$ 2,336,000	\$ 294,000

BH	Leg's		AASA		02 Request	
	FY02	FY03	FY02	FY03	FY02	FY03
Ftes	3.5	6.7	6.31	13.27	2.81	6.57
A	178,000	343,000	327,000	671,000	149,000	328,000
B	43,000	82,000	78,000	161,000	35,000	79,000
E	9,000	18,000	17,000	35,000	8,000	17,000
ED	12,000	23,000	22,000	46,000	10,000	23,000
EQ	35,000	40,000	65,000	82,000	30,000	42,000
G	13,000	25,000	24,000	49,000	11,000	24,000
TZ	5,000	10,000	10,000	21,000	5,000	11,000
Total	295,000	541,000	543,000	1,065,000	248,000	524,000

Leg's 01-03 %

GF-State	12.73%	32,000	67,000
GF-Federal	49.07%	122,000	257,000
Local	38.20%	94,000	200,000

AFH	Leg's		AASA		02 Request	
	FY02	FY03	FY02	FY03	FY02	FY03
Ftes	-0.1	0.3	3.90	5.9	4.0	5.6
A	(6,000)	16,000	184,000	301,000	190,000	285,000
B	(1,000)	4,000	44,000	72,000	45,000	68,000
E	-	1,000	10,000	16,000	10,000	15,000
ED	-	1,000	13,000	22,000	13,000	21,000
EQ	-	1,000	39,000	32,000	39,000	31,000
G	(1,000)	4,000	14,000	23,000	15,000	19,000
TZ	-	1,000	6,000	10,000	6,000	9,000
Total	(8,000)	28,000	310,000	476,000	318,000	448,000

Leg's 01-03 %

GF-State	50.45%	160,000	226,000
GF-Federal	49.55%	158,000	222,000

Supplemental 2002 M2-NE Workload Changes

HCS	Leg's		AASA		02 Request	
J74	FY02	FY03	FY02	FY03	FY02	FY03
Ftes	31.2	39.7	52.6	61.5	21.4	21.8
A	1,250,000	1,583,000	2,273,000	2,654,000	1,023,000	1,071,000
B	300,000	380,000	545,000	637,000	245,000	257,000
E	109,000	139,000	184,000	217,000	75,000	78,000
ED	109,000	139,000	184,000	215,000	75,000	76,000
EQ	318,000	155,000	537,000	207,000	219,000	52,000
G	34,000	43,000	57,000	67,000	23,000	24,000
TZ	49,000	62,000	82,000	96,000	33,000	34,000
TOTAL	2,169,000	2,501,000	3,862,000	4,093,000	1,693,000	1,592,000

Leg's 01-03 %

GF-State	52%	880,000	828,000
GF-Federal	48%	813,000	764,000

Total Request

	FY02	FY03	FY02	FY03	FY02	FY03
Ftes	34.6	46.7	62.8	80.7	28.2	34.0
A	1,422,000	1,942,000	2,784,000	3,626,000	1,362,000	1,684,000
B	342,000	466,000	667,000	870,000	325,000	404,000
E	118,000	158,000	211,000	268,000	93,000	110,000
ED	121,000	163,000	219,000	283,000	98,000	120,000
EQ	353,000	196,000	641,000	321,000	288,000	125,000
G	46,000	72,000	95,000	139,000	49,000	67,000
TZ	54,000	73,000	98,000	127,000	44,000	54,000
TOTAL	2,456,000	3,070,000	4,715,000	5,634,000	2,259,000	2,564,000

J73 total	FY02	FY03	FY02	FY03	FY02	FY03
Ftes	3.4	7	10.2	19.2	6.8	12.2
A	172,000	359,000	511,000	972,000	339,000	613,000
B	42,000	86,000	122,000	233,000	80,000	147,000
E	9,000	19,000	27,000	51,000	18,000	32,000
ED	12,000	24,000	35,000	68,000	23,000	44,000
EQ	35,000	41,000	104,000	114,000	69,000	73,000
G	12,000	29,000	38,000	72,000	26,000	43,000
TZ	5,000	11,000	16,000	31,000	11,000	20,000
TOTAL	287,000	569,000	853,000	1,541,000	566,000	972,000

GF-State	12.73%	192,000	293,000
GF-Federal	49.07%	280,000	479,000
Local	38.20%	94,000	200,000

State of Washington
Department of Social and Health Services
Budget Unit Summary for DP: M2-NE-Workload Changes
Version: 22 - 2001-03 1st Sup Agency Request

Budget Period: 2001-03
Budget Level Criteria: M2 Only
DP Criteria: NE
Data Type Criteria: Choose a DP

Dollars in Thousands		FTES		Fiscal Year 1			Fiscal Year 2			Total Biennium		
Budget Sprg Unit		FY 1	FY 2	Annual Average	General		General		General		General	
					Fund State	Other Funds	Fund State	Other Funds	Fund State	Other Funds	Fund State	Other Funds
Program 050 - Long Term Care Services												
3000 J73 Quality Assurance		6.8	12.2	9.5	192	374	293	679	485	1,053	1,538	1,538
4000 J74 Home & Community Field Svs		21.4	21.8	21.6	880	813	828	764	1,708	1,577	3,285	3,285
Total Proposed Budget for												
Program 050 - Long Term Care Services		28.2	34.0	31.1	1,072	1,187	1,121	1,443	2,193	2,630	4,823	4,823
Program 150 - Info Sys Svcs Div												
9000 A45 ISSD		0.0	0.0	0.0	0	0	0	0	0	0	0	0
Total Proposed Budget for												
Program 150 - Info Sys Svcs Div		0.0	0.0	0.0	0	0	0	0	0	0	0	0
Total Proposed Budget for												
DP: M2-NE-Workload Changes		28.2	34.0	31.1	1,072	1,187	1,121	1,443	2,193	2,630	4,823	4,823